

CETRA NEWS

MARCH 2024

CEDARS ESTATE

CETRA



Useful Numbers

Transco Gas Safety
24hr (for gas leaks)
0800 111 999

Clapham Town Safer
Neighbourhood Team
020 8721 2825

Lambeth Council
020 7926 1000

Heating and Hot Water
0800 091 2140
0208 722 3436
Pod4@smithandbyford.com

TW Drainage
0800 121 6122
OOH@twdrainage.co.uk

Out Of Office
Emergency Repairs
020 7926 6666

Noise Nuisance - Rapid Response
Night service 10pm-3am
(Fri-Sat 10pm- 5am)
020 7926 5999

CETRA Office
020 7926 7555

CETRA's email
cedars@lambeth.gov.uk

CETRA website:
www.cetra-housing.co.uk

CETRA ELDERLY COFFEE SOCIAL CLUB

CETRA are excited to announce that the Coffee Social Club for our senior residents is coming this April.

CETRA will be sending out leaflets with information for registered club members, including the agenda. If you or any other elderly residents you know would be interested in joining the Coffee Social Club, we invite you to get in touch with us. We want the club to be fun, engaging, and meaningful and so any ideas and suggestions are welcome.

We will be doing all the activities that were popular in the past, such as quizzes, games, and movies days. In addition, we are proposing some new activities like

Meditation: a great practice to reduce stress, help quiet the busy mind, improve mental clarity and inner peace.

Journaling : a great self-care practice to relieve anxiety.

Art and craft: drawing and painting, colour therapy, making journal.

Book club: reading and discussing books, or watching favourite movies and talking about them

Please expect the leaflet in the coming month, and we hope to see you all there !



CHANGES TO RENT AND SERVICE CHARGE FROM APRIL 2024

CETRA would like to inform you of an upcoming change in your rent and service charges, effective from **1st April 2024 to 6th April 2025**. Your rent will be increasing by **CPI (Consumer Price Index as at September 2023) at 6.7% plus 1%**. There will be an increase of £0.35 per week in common service charges.

Garages rent will increase from £19.00 to £20.50 for tenants; and from £22.50 to £24.00 to leaseholders.

Please note that Lambeth will be sending a letter and booklet with detailed information regarding this change. This booklet will provide you with all the necessary information about the new rates and the reason behind the adjustment.

If you pay by Standing Order, you will need to contact your bank to update the new weekly rent amount.

If you receive Universal Credit, you must notify your Job Centre work coach about the new rent charges **after the 1st April** to ensure that you are receiving the correct 'housing element' to pay towards your rent. This is to avoid an underpayment or overpayment of your housing element.

In the coming year, Lambeth accounting period will be **53 weeks** instead of the usual **52**. This happens each time April 1st falls on a Monday. To ensure a smooth transition into the 53-week year, please review and, adjust your standing orders that are associated with your rent payments to avoid your account going into arrears.

If you have any questions or would like any more details, please do not hesitate to get in touch with Lambeth on RentsTeam@lambeth.gov.uk or 020 7926 8790 Monday – Friday between 9am – 5pm, or CETRA office at 020 7926 7555.

HOW TO DEAL WITH MOULD AND MILDEW AT HOME

Mould and mildew are two types of fungi that thrive in moisture-rich areas like bathrooms. You can find it on ceilings and walls, around window frames and on tile sealant or grout.

Mould and mildew - what's the difference?

Mildew is the first stage of mould and can be easily removed with a good cleaner, while mould is black or green and is a sign of a much larger infestation. It can penetrate below the surface of the affected area and cause serious damage if left untreated for a long time

Removing mould

When removing mould, nasty spores might be released into the air, so it's vital you wear protective goggles, gloves and a face mask. You should also open windows so the spores don't spread to other areas of your house.

Some remedies for mould removal include

Borax. Mix one cup of this cheap, natural cleaner with four parts water and brush into the affected area. When finished, wipe away with clean water and allow to dry before spraying the area with white vinegar to stop re-contamination

Vinegar. Spray mild white vinegar onto the area and leave for around an hour before wiping away with warm water. Dry the surface thoroughly with a towel to prevent regrowth

Baking soda. Mix one teaspoon of liquid soap to one cup of baking soda and some warm water to make a paste, before applying to the mouldy area. Leave for an hour before clearing away

Bleach. If the other methods don't cut it, mix one part bleach to two parts water and apply to the area using a spray bottle. Allow to dry, spray for a second time and scrub using a brush – repeat until the mould has gone

Specialist spray. There are many mould-busting products available on the market, just make sure you research reviews beforehand.

Preventing further growth

- Once you've removed the mould, you don't want it to return. **Proper Ventilation** is a key to stop regrowth so it's important you use your extractor fan or leave windows open in your kitchen when cooking.
- Open a window after your shower.
- Cleaning your bathroom regularly using vinegar in a spray bottle will help, too, and don't forget to check for leaks and blockages that could be causing mould infestations.

COIN - COMMUNITY OPPORTUNITIES INFORMATION NETWORK

Lambeth are excited to introduce the NO WRONG DOOR PARTNERSHIP's Community Opportunities Information Network **COIN**, a directory exclusively for Lambeth residents with long-term health conditions. **COIN** covers a wide range of local opportunities, including employment support, education, volunteering, art, and leisure opportunities.

Lambeth's experienced team of information peer supporters has in-dept personal knowledge of the borough and the vast array of community resources available. They have the time and the skills to match individual preferences to local resources, ensuring that each resident can find the opportunities that best suit their needs.

There are four ways to connect with **COIN**

1. Email: lambeth.info@slam.nhs.uk
2. Face-to-face support at the weekly drop-in session on Thursday from 12-2PM at Beale House, Stockwell, SW9 9HG.
3. Access local opportunities anytime through user-friendly website: www.lambethcoin.org.uk
4. Telephone Voice Mail Service: Call 020 3228 6820 and someone will call your back with the information requested.

Lambeth invite all Lambeth residents with long-term health conditions to explore COIN and discover the range of opportunities available to them..



Get more information by scanning the QR code or by visiting:
www.lambethcoin.org.uk

CRIME/ANTI SOCIAL BEHAVIOR

CETRA has become aware of recent break-ins on the estate and is urging residents to be vigilant and be mindful of any suspicious activities or individual, and report instances of crime and anti social behaviour to the police immediately.

Please take preventative measures to ensure that you are not the victim of any crime; all entries, doors, windows, garden gate, garage door, etc., have adequate locked installed.

NOISE AND NUISANCE

CETRA also wants to remind every one to be considerate of others and to take steps to minimize any disturbances.

Keep Noise Levels Down

Be mindful of the noise you create, especially during early morning and late evening hours. This includes loud music, conversations, and any other activities.

Respect Community Areas

Community areas such as the sharing balcony landing and walkways should be kept clean and free from clutter. Be respectful of others' property and personal space.

Be Aware of Pets

If you have pets, be considerate of their behaviour and noise levels. Ensure that they do not disturb your neighbours, especially during quiet hours.



CETRA SMALL BULKY WASTE COLLECTION SERVICE

CETRA would like to advise residents that CETRA bulky waste collection service is **ONLY** for small items. To avoid being charged for the bulk services, **PLEASE** follow the following rules

Collection days

Bulky waste will be collected twice weekly on **Tuesday** and **Friday** mornings. Please place items out for collection **before 10am** (not the night before).

Disposal Time

Please ensure you do **NOT** place items out **after 10am** on **Tuesday** and **Friday**

EXAMPLES OF ACCEPTABLE SMALL BULKY ITEMS	EXAMPLES OF UNACCEPTABLE BULKY ITEMS
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- | | |
|---|---|
| <ul style="list-style-type: none">• Old toys that must be boxed and bagged• Small electrical items.• Televisions.• Small tables and bedside drawers.• Small chairs. | <ul style="list-style-type: none">• Wardrobes.• Bed frames, Mattresses and Sofa's• White Goods – Fridges, Freezers, Washing Machines, cookers.• Carpets.• Plasterboard. |
|---|---|

REMEMBER: if you are unsure if we will take an item you **MUST** check with the CETRA Housing office on 020 7926 7555 before leaving an item out.

If you want to dispose of items we do not collect, then Lambeth Council offer a chargeable bulky waste service to Lambeth residents as follows:

General bulk Cost

Each collection costs £19.70, for up to 2 separate items or 2 bags. Additional items cost an extra £9.30 each.

Large bulky waste Cost

A quotation will need to be obtained from Lambeth but, prices start from £149.94 inclusive of VAT. If you choose to use Lambeth's services, please contact the office, so we are aware of any bulk you leave out for them to collect.

Please call Lambeth Council on 020 7926 9000 for more information about their large bulk and garden waste service.

FIRE SAFETY IN COMMUNAL AREAS

CETRA would like to remind all residents that **NO** items except for live plants can be left on communal balconies or in any other communal areas.

Even if you are short of storage space, **DO NOT** leave items on balconies, stairwells, landing or shared internal spaces as this is a **FIRE & TRIP HAZARD** and is a safety at risk to everyone.

Please keep to these rules so that all communal areas are safe and ensure you are not in breach of your tenancy.

- All paths to and from your home must be kept clear
- Do not store/leave any items outside your front door including bikes, buggies, and or scooter
- Do not chain bikes or any other items to Communal Balconies, Bannisters or Buildings
- Do not store anything inside intake cupboards

To keep everyone safe, **CETRA WILL REMOVE** and dispose of any items found in communal areas without further notice. Some items may be stored for 28 days before disposal.